SAMS I.Q. # 001

Issued: June 30, 2008

(Information note: "SAMS I.Q. #001" means SAMS (Social Assistance Management System) which is the software acquired from the Harmony Information Systems based in Vermont; I.Q. stands for Implementation Question; the number "001" is a sequential designation for identification / reference.)

Question #1 :

Where and how do I get assistance with implementing the SAMS program?

Answer:

E-MAIL - CSS Information Technology section has setup a special e-mail address to receive questions from AAA program providers. This will be used on-going for support of the Harmony SAMS system including implementation, the e-mail for questions is :

CSS_AAA_TECHSUPPORT@CSS.LACOUNTY.GOV

This is a group e-mail so that multiple key staff within the Department can assist in responding to inquiries. Most questions will initially involve multiple disciplines to answer. Program, contracts, or financial sections may need to be consulted to give you an accurate response as quickly as possible, thank you in advance for your patience. Questions will be combined, when appropriate, to provide a generic answer that may apply to a wider audience. During the implementation phase of SAMS communications is very important and therefore all questions will be forwarded back to all providers.

PHONE – CSS Information Technology section has temporarily activated two phone numbers effective 07/01/08, to call into so that your question can be documented. **(213) 738-3191 and (213) 738-2630** If the answer is simple the staff person may be able to respond on the spot. If the question requires consultation with another section or Harmony Information Systems that provides the software (SAMS), then we will need to respond later with the answer. Most answers will be published using the SAMS I.Q. (the format you are reading right now).

Written questions to the e-mail address above would be preferred so that similar questions and answers can be combined.